

Tea Lady/Service Assistants

Training course offered by VETTA Communication (Pty) Ltd



OBJECTIVES

The service assistant plays a key role in providing refreshment services to internal and external customers. This practical workshop emphasises the important requirements of this position coupled with motivation, portraying the correct image, positive attitude, hygiene, communication skills, meeting preparations, pro-activeness and problem solving.

COURSE CONTENT

Introducing the role

- Understand the role, function and representation required
- Note personal attributes and importance of the job
- Personal presentation, grooming and hygiene
- Motivation and positive attitude

Job skills

- Tray layout, serving procedures and etiquette
- Procedures when serving during board meetings
- Knowledge of company hygiene standards
- Time management and daily scheduling
- Cleaning tips for kitchens, bathrooms, boardrooms and offices
- Boardroom preparation for meetings
- Procedures when serving lunches

Communication skills

- Body language and personal space
- Listening skills and carrying out instructions
- Assertiveness and confidence building
- Dealing with complaints, conflict and criticism
- Understanding cultural diversity
- Understand the importance of customer service
- Thinking solution not problem

Raising the bar

- To be energetic, motivated and efficient
- General life skills

Workshop suitable for all tea ladies, general office assistants and cleaners

COURSE DETAILS

Duration: ½ day

Date: 2011

Time: 08h30 - 13h00

Cost: R825.00 p/person ex 14% VAT

Included: Mid morning snack, refreshments, facilitation, training notes, E-certificate and unlimited post training support.

Venue: Winchester Mansions Hotel, 221 Beach Road, Sea Point

This workshop can be presented at your premises

Book on line www.vetta.co.za or contact 086 111 VETTA (83882) Email: info@vetta.co.za



VETTA Communication (Pty) Ltd.
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"Passion colours everything it touches"

